

# ReSound

# ReSound

## USER GUIDE

RESOUND BTE  
(BEHIND-THE-EAR)  
HEARING INSTRUMENTS

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## **RESOUND BTE (BEHIND-THE-EAR) HEARING INSTRUMENTS**

Congratulations on the purchase of your new fully digital ReSound hearing instruments!

ReSound's state-of-the-art hearing instrument technology and the customized set-up selected by your hearing healthcare professional will bring outstanding sound quality to your family, social and professional lives.

Your ReSound hearing instruments have been adjusted to your individual hearing loss. Please familiarize yourself with the information in this booklet. Proper understanding and use of your new ReSound hearing instruments will allow you to derive maximum hearing benefit.

*Please refer to the accompanying Quick Reference or User Instructions for Tinnitus Sound Generators for illustrations of your specific instrument model, technical information as well as additional information related to the proper use of your hearing instruments.*

*Note: Since this booklet covers multiple models of hearing instruments, the illustrations may vary slightly from your particular model.*

## **CONTENTS**

	<b>PAGE</b>
Adjusting to a world of new sounds	4
Turning your hearing instrument on and off	5
SmartStart™	5
Inserting the hearing instrument	6
— with standard earmold and tubing	
— with Thin Tube/Flex-Tube™/receiver	
tube and dome	
Removing the hearing instrument	9
Volume control	10
Program selector	11
Your program environments	
Stand-by mode	12
Telephone use	12
Cell phone	
Using assistive listening systems	14
Direct audio input (DAI)	14
Low battery warning	15
Changing the battery	15
Battery warning information	16
Daily maintenance	17
Maintaining the earmold and tubing	18
Maintaining the Thin Tube/Flex-Tube™	
and dome	19
Receiver tube	20
Maintaining the receiver tube and dome	20
Changing the dome	21
HF3 wax protection system	24
General precautions	26
General warnings	27
Important notice for prospective	
hearing aid users	28
Children with hearing loss	30
Warning to hearing aid dispensers	31
Troubleshooting guide	32
Warranty and repairs	34

## ADJUSTING TO A WORLD OF NEW SOUNDS

A hearing loss is typically acquired gradually over many years. You may have become accustomed to an everyday life with fewer sounds, which also means hearing less noise than people with normal hearing.

With your new hearing instruments you will experience many sounds that you may not have heard for years, such as:

- Clocks ticking
- Newspaper crinkling
- Children's voices
- Whispers and soft speech
- Car noises
- Bird songs
- Footsteps on the floor

It can take several months for your brain to become accustomed to all the "new" sounds around you. Your hearing healthcare professional will advise you how to best adapt to all of these sounds while using your new hearing instruments.

## TURNING YOUR HEARING INSTRUMENT ON AND OFF

Your ReSound BTE hearing instrument is equipped with an on/off switch integrated into the battery compartment.

1. When the battery compartment is fully closed, the instrument is turned on and Program 1 is activated.
2. To turn the instrument off, open the battery door by lifting the tab at the base of the battery door. Once the battery door opens, the instrument will be turned off.
3. Whenever you are not using the instrument, remember to turn it off to reduce battery consumption.

## SMARTSTART™ (SELECT MODELS)

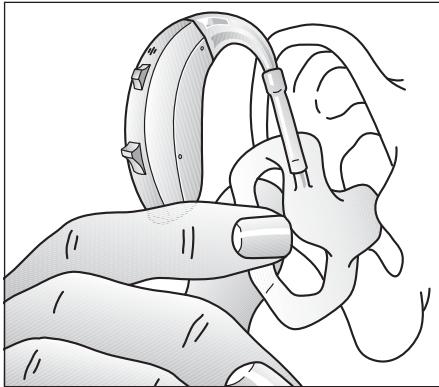
Generally, people prefer to turn on the hearing instrument once it is fully inserted in the ear. To facilitate this, your hearing healthcare professional can activate the SmartStart™ function.

SmartStart™ allows you to insert the instrument into the ear without annoying squealing sounds by delaying activation of the device by ten seconds after closing the battery door. During this 10-second period you will hear soft beeps.

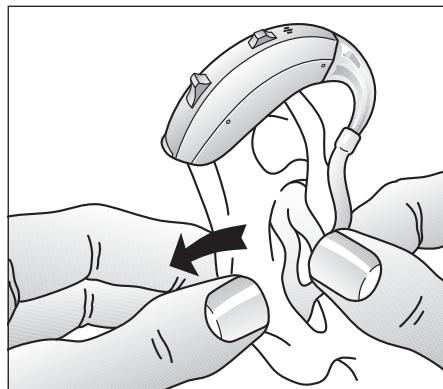
## INSERTING THE HEARING INSTRUMENT —WITH EARMOLD AND TUBING

To insert the hearing instrument into your ear:

- Take the earmold between your thumb and index finger and position the tip of the earmold in your ear canal. Now, slide the earmold all the way into your ear with a gentle, twisting movement. Insertion can be made easier if you gently pull your ear toward the back of your head with your other hand.

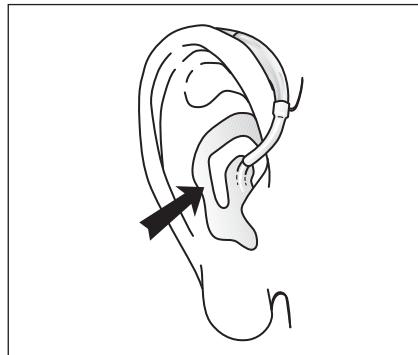


- Turn the top part of the earmold gently back and forth until it fits comfortably behind the fold of skin above your ear canal.



- Place the hearing instrument behind your ear. Move the earmold up and down and press gently to ensure it is positioned correctly in the ear.

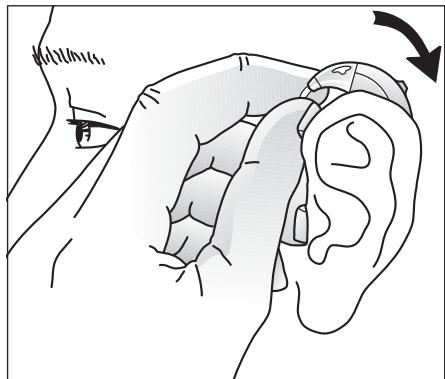
*Note: Opening and closing your mouth can ease insertion.*



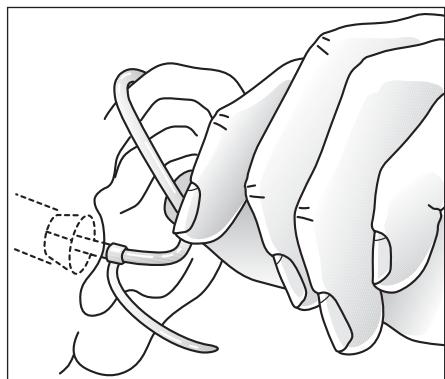
## **INSERTING THE HEARING INSTRUMENT —WITH THIN TUBE/FLEX-TUBE™/ RECEIVER TUBE AND DOME**

To insert the hearing instrument in your ear:

- Hang the instrument over the top of your ear.

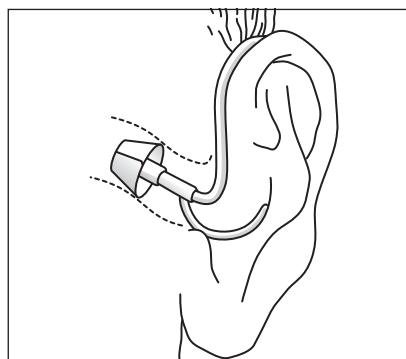


- Grasp the Thin Tube, Flex-Tube™ or receiver tube where it bends and push the dome into your ear canal. The dome should be placed far enough into the ear so that the tube lies flush against your head.



When the dome is placed correctly, you should not see the tube sticking out when looking directly into a mirror.

- If your hearing instrument has a Sports Lock, position it into the indentation above the earlobe.



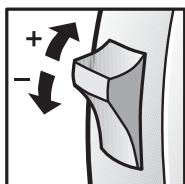
## **REMOVING THE HEARING INSTRUMENT**

To remove the hearing instrument from your ear, simply pull the earmold or tube out of your ear with your thumb and index finger. Consult your hearing healthcare professional if you have difficulty removing the hearing instrument.

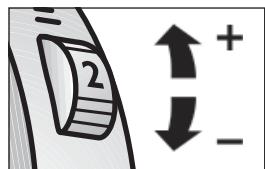
## **VOLUME CONTROL (“V” MODELS ONLY)**

Some ReSound BTE hearing instruments offer a volume control. Please refer to the diagram of your hearing instrument in the accompanying insert for the location of your volume control. When wearing an instrument with a volume control you can increase the volume by pushing the volume control toggle or wheel up, and reduce volume by pushing or turning it down.

For some models, you will hear a beep with each change in volume. The loudness of the beep will increase as you turn the volume up and decrease as you turn the volume down. If you reach the upper or lower limit of the volume range, you will hear a beep that is lower in pitch. For these models, the volume control will continue to move even after you hear the lower pitched beep, but no additional changes in volume will be heard.



For other models, the volume control wheel is numbered from “1” (lowest volume setting) to “4” (maximum volume setting). As you turn the wheel up or down, the volume will increase or decrease but no beeps will be heard. When the wheel no longer moves in one direction or the other, you have reached the upper or lower limit of the volume range. Your hearing healthcare professional will help you to identify your optimal volume setting.



## ***Learning volume control (select models)***

On select models, your hearing healthcare professional may activate a learning volume control. This feature enables your hearing instrument to learn how you adjust the volume control in different listening environments. As it learns your volume preferences, the instrument eventually changes the volume for you automatically. This feature can be turned off or reset by your hearing healthcare professional.

## **PROGRAM SELECTOR (SELECT MODELS)**

Your ReSound BTE hearing instrument may feature multiple programs. The selection of programs can be changed by your hearing healthcare professional.

Please refer to the diagram of your hearing instrument on the accompanying insert for the location of the program selector.

1. You can switch between programs by pushing the program selector once.
2. You will hear one or more beeps. The number of beeps indicates which program you have selected.
3. You can always return to Program 1 by turning your instrument off and then on again, or by placing it in stand-by mode (as described in the following section) and then returning to its standard mode.

*Note: You and your hearing healthcare professional may wish to record the various listening programs that have been programmed into your hearing instrument on the accompanying insert.*

## STAND-BY MODE (SELECT MODELS)

In stand-by mode, your hearing instrument is muted. Because there is a small drain on the battery while in stand-by mode, this is not equivalent to turning off the instrument.

To put your instrument in stand-by mode, press and hold the program selector for five seconds. You will hear a series of beeps and stand-by mode will be activated. To return to standard mode, press the program selector once. Always allow at least five seconds before reactivating the hearing instrument once stand-by mode has been engaged.

## TELEPHONE USE (TELECOIL OPTIONAL)

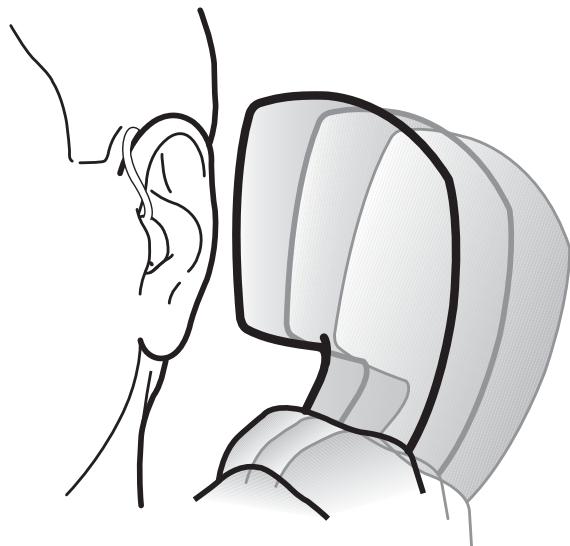
Your ReSound BTE hearing instrument may be equipped with an induction coil (telecoil), which picks up magnetic signals from a Hearing Aid Compatible telephone. If you have a telecoil, your hearing healthcare professional can activate it. By selecting the telecoil program, the hearing instrument will only pick up the sounds coming from the telephone.

When using the telecoil program, the receiver of the telephone should be held as shown in the accompanying illustration. You may need to reposition the handset slightly to find the best reception.

If you do not have or do not wish to use a telecoil program, you may still use the phone while wearing your hearing instrument. Many hearing instruments will whistle (feedback) when in close proximity to a telephone. To reduce the potential for this problem, your hearing instrument is equipped with an adaptive digital feedback suppression system which greatly reduces the chance of feedback in this scenario.

Hold the phone close to the front microphone of the hearing instrument, but not directly on it. If there is feedback, it may take a few seconds for the instrument to adapt.

Using the telephone, while wearing your hearing instrument, may require some practice.



### Cell phone

If you use a cell phone you may experience a buzzing or clicking noise. This is caused by a strong signal generated by the cell phone. Consult with your hearing healthcare professional to see if there are options to improve the sound quality.

## USING ASSISTIVE LISTENING (TELE-LOOP) SYSTEMS

Many gathering places are equipped with assistive listening (tele-loop) systems, for example, schools, theaters and houses of worship. To take advantage of a tele-loop system, select the telecoil program. When the telecoil program has been selected, you will be able to hear a clean sound signal via the tele-loop system. If your are unable to hear the signal from the tele-loop while in the telecoil program, check to determine that the loop system is working properly.

If a school, theater or house of worship does not have a tele-loop system, try to sit as close as possible to the speaker and use one of the microphone programs.

## DIRECT AUDIO INPUT (DAI) (SELECT MODELS)

Your ReSound BTE hearing instruments may have the possibility of direct, undisturbed connection to devices such as television, radio and remote microphone via the Programming/DAI Interface. Often, this will improve sound quality.

To listen to a sound source using DAI, a cable or a wireless FM system is attached to your hearing instrument through an audio shoe.

Please refer to the accompanying insert for additional information regarding use of the audio shoe.

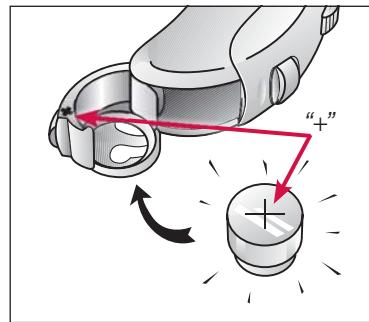
## LOW BATTERY WARNING

A low battery warning is automatically triggered whenever the battery voltage/power drops below a critical level. When this happens, the hearing instrument will emit soft beeps. These beeps will continue every five minutes until the instrument automatically switches off. The beeps can vary when using different battery brands. We recommend that you keep spare batteries on hand.

## CHANGING THE BATTERY

The batteries for the hearing instrument are quite small, which may cause difficulty in seeing the battery and battery door markings. A magnifying glass and good lighting may be helpful.

Open the battery door completely by lifting the tab on the battery door. After removing the old battery, insert the new one with the “+” (flat) side facing the “+” on the battery door.



It should fit in like a puzzle piece. The battery door should close very easily. Never use force to close the door as this may damage your hearing instrument.

Always use the correct battery size. (Refer to the accompanying insert to identify the correct battery size for your hearing instrument model.)

Please note that a weak battery will affect the performance of your hearing instrument. Removing the battery when you are not wearing the instrument will help prevent corrosion of the battery contacts and reduce battery consumption.

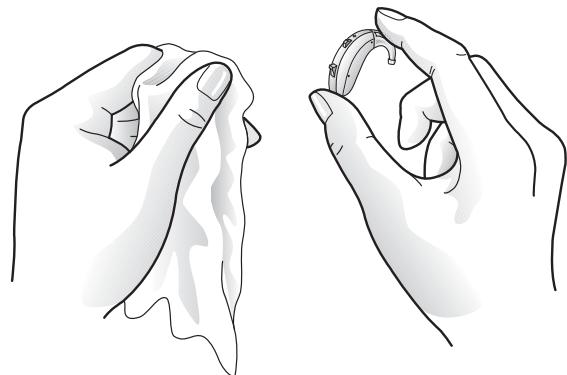
## BATTERY WARNING INFORMATION

Batteries contain dangerous substances and should be disposed of carefully in the interest of your safety and for the environment.

- Do NOT attempt to recharge batteries which are not specifically designated rechargeable as they may leak or explode.
- Do NOT attempt to dispose of batteries by burning them.
- Keep batteries away from small children, mentally challenged persons and pets.
- Do NOT place batteries in your mouth. If swallowed, see a physician immediately or call the National Button Battery Hotline collect at (202) 625-3333.

## DAILY MAINTENANCE

Keep your hearing instrument clean and dry. Wipe the case with a soft cloth or tissue after use to remove debris or moisture.



If the instrument has been exposed to high humidity or perspiration, enclose it (with the earmold or dome) in a ReSound ReStore® drying unit or a sealed container together with a drying agent (desiccant) overnight. Consult your hearing healthcare professional concerning which drying options are available for your use.

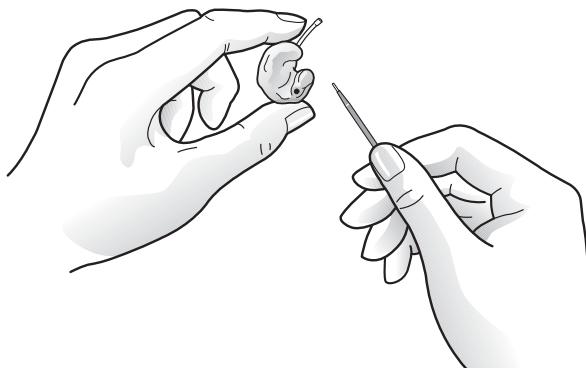
To avoid the need for unwarranted repairs:

- Never immerse your instrument in water or other liquids since this may cause permanent damage to the circuitry.
- Protect your hearing instrument from rough handling, and avoid dropping it on hard surfaces such as floors.
- Do not leave your instrument in or near direct heat or sunlight since excessive heat can damage the instrument or deform the casing.

## MAINTAINING THE EARMOLD AND TUBING

The earmold feeds amplified sound from the hearing instrument into your ear. It is important that your earmold fits correctly into your ear. If the earmold irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing healthcare professional to have your earmold modified. You should never attempt to modify the shape of the earmold yourself.

The earmold should be cleaned regularly using lukewarm water. Remove the earmold, along with the silicone tubing, from the hearing instrument before cleaning it. If earwax or other debris becomes lodged in the earmold, the cleaning loop, provided with your hearing instrument, can be used to remove this material. Alternatively, a syringe with lukewarm water can be used to flush debris out of the earmold. Your hearing healthcare professional can instruct you on how to properly use such cleaning tools.



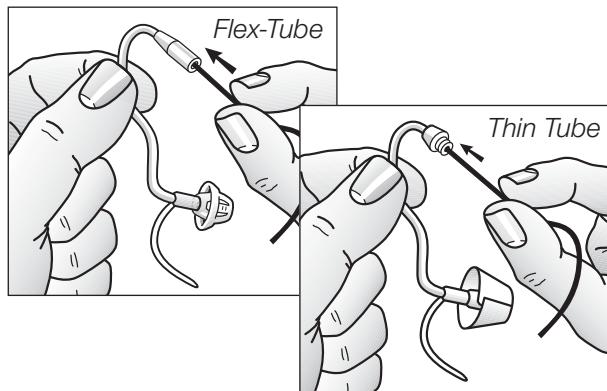
Be sure to thoroughly dry your earmold and its tubing before reconnecting it to your hearing instrument. Sometimes it is helpful to blow gently through the tubing to remove moisture trapped inside.

The silicone tubing connecting your earmold to your hearing instrument should be changed if it becomes stiff or brittle. Contact your hearing healthcare professional to change the tubing when needed.

## MAINTAINING THE THIN TUBE/ FLEX-TUBE AND DOME

The Thin Tube or Flex-Tube and the dome feed the amplified sound from the hearing instrument into the ear. It is important that the tube and the dome fit correctly in your ear. If the tube or the dome irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing healthcare professional. You should never attempt to modify the shape of the tube yourself.

The tube and the dome should be cleaned regularly. Remove the tube from the instrument before cleaning it. Use a damp cloth to clean the tube and dome on the outside and use the black cleaning rod to push any debris out of the tube. The cleaning rod should be inserted where the tube attaches to the instrument and pushed all the way through the tube and out through the dome.



It is not recommended to submerge or rinse the tube and dome with water, as there is a risk that a water drop may become lodged in the tube. If this should occur, it will prevent sound from passing through the tube, and may be harmful to the instrument's electronics.

The Thin Tube or Flex-Tube should be changed every **3–6 months** or sooner if it becomes stiff or brittle.

## RECEIVER TUBE (RIE MODELS ONLY)

There are several types of receiver tubes, including: Normal Power (NP), Low Power (LP) and High Power (HP). Your hearing healthcare professional will determine which tube is most appropriate for your hearing loss.

The receiver tube contains the wiring to the receiver, which delivers the sound directly into your ear canal. It is important that the receiver tube and dome fit correctly in your ear. If the receiver tube or the dome irritates your ear in any way and prevents you from wearing your hearing instrument, please contact your hearing healthcare professional. You should never attempt to modify the shape of the receiver tube yourself.



## MAINTAINING THE RECEIVER TUBE AND DOME (RIE MODELS ONLY)

The receiver tube and dome should be cleaned regularly. Use a damp cloth to clean the outside of the receiver tube and dome.

- Do not immerse your hearing instrument in water when you are cleaning the receiver tube and dome.
- Do not use alcohol or other chemical agents to clean the receiver tube and dome.

For NP/LP receiver tubes only, refer to pages 24–25 for instructions on changing the HF3 wax filter.

## CHANGING THE DOME

### *Changing the HP receiver tube power dome (HP RIE models only)*

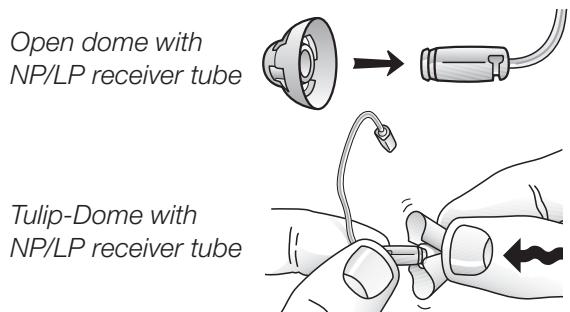
Contact your hearing healthcare professional to have the power dome on the HP receiver tube changed. Your hearing healthcare professional will use a specialized tool in order to ensure it is mounted correctly.

### *Changing the Open Dome or Tulip-Dome on an NP/LP receiver tube or Thin Tube/Flex-Tube*

The Open Dome or Tulip-Dome should also be changed every **3–6 months** or sooner if it becomes stiff or brittle. We recommend that you have your hearing healthcare professional change the dome for you. If your hearing healthcare professional instructs you to change the dome yourself, make sure that it is securely fastened to the tube before inserting it into your ear. Failure to change the dome in accordance with the instructions that follow could result in injury.

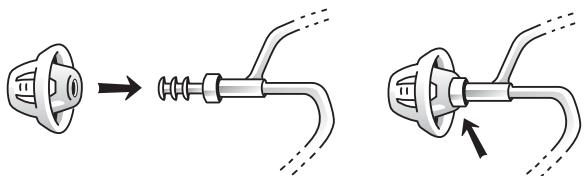
## Mounting an Open dome or Tulip-Dome onto an NP/LP receiver tube

A dome is mounted onto the NP/LP receiver tube by pushing it gently over the receiver at the end of the tube. Make sure that it is securely fastened.



## Mounting an Open dome or Tulip-Dome onto a Thin Tube or Flex-Tube

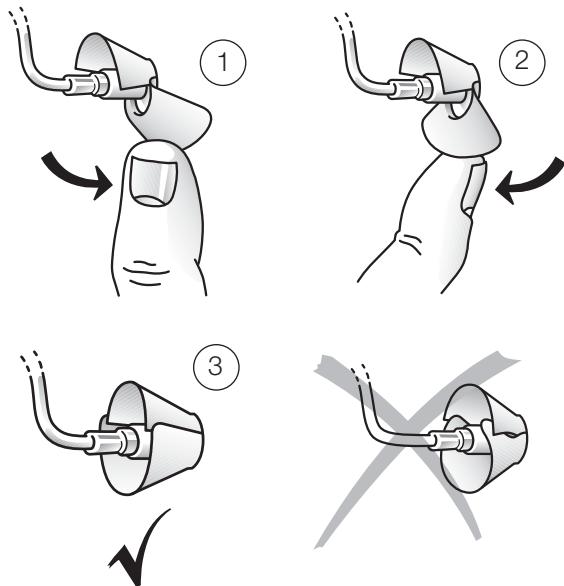
A dome is mounted onto the Thin Tube or Flex-Tube by pushing it over the grooves on the tube. Make sure that it is securely fastened.



## Preparing a Tulip-Dome for insertion

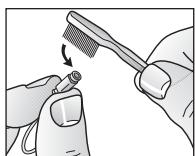
The Tulip-Dome consists of two “leaves” and it is important that the largest “leaf” is the outermost “leaf” (figure 3).

This can easily be done by pushing the “leaves” away from the tube with your finger (figure 1) to make the large “leaf” bend forward. Then push the large “leaf” back and it will be placed on top of the smaller “leaf” (figure 2). Now the Tulip-Dome is ready for insertion (figure 3).



## HF3 WAX PROTECTION SYSTEM (RIE MODELS ONLY)

An HF3 wax filter is mounted in front of the receiver tube for protection against wax and moisture. Use the small cleaning brush to gently brush away loose wax and debris from the tip of the receiver of the hearing instrument. This should be done on a regular basis to ensure that the sound outlet does not become blocked.



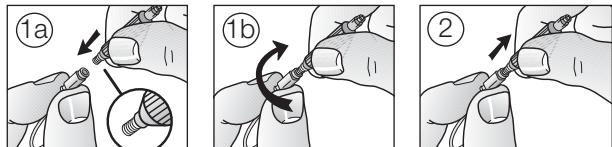
If the HF3 wax filter becomes blocked, it will need to be replaced.

- For HP receiver tubes, contact your hearing healthcare professional.
- For NP/LP receiver tubes, contact your hearing healthcare professional or use the following instructions if you have been instructed to change the HF3 wax filter on the NP/LP receiver tube yourself.

### ***Changing the HF3 wax filter (NP/LP receiver tube)***

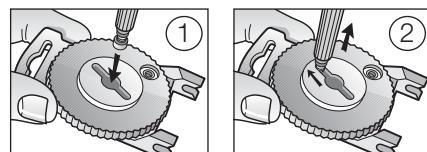
To remove the used wax filter:

1. Twist the metal end of the blue HF3 tool into the wax filter on the hearing instrument approximately one and a half turns.
2. Pull the HF3 tool out and away from the receiver tube. The wax filter should pull out with the tool. If not, repeat Step #1, with an additional twist of the tool.



To dispose of the used wax filter:

1. With the used wax filter attached to the HF3 tool, insert the tool into the center slot of the filter package.
2. Slide the tool to the side. The used wax filter will remain in the slot when you lift the HF3 tool straight out.

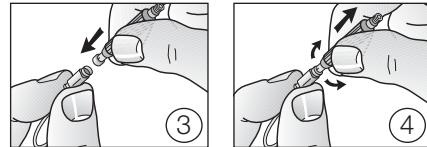


To install a new wax filter:

1. Press down on a new wax filter in the package with the plastic end of the HF3 tool.
2. Lift straight up. A new wax filter will cling to the end of the HF3 tool.



3. Press the new wax filter straight into the tip of the receiver.
4. Gently move the HF3 tool side to side while pulling it away from the hearing instrument. The new wax filter is now installed.



## GENERAL PRECAUTIONS

- Do not leave your hearing instrument in the sun, near an open fire or in a hot, parked car.
- Do not wear your instrument while showering, swimming, in heavy rain or in a moist atmosphere such as a steam bath or sauna.
- Should your hearing instrument become wet or moist, use the drying kit that your hearing healthcare professional has recommended. Do not place the hearing instrument in a very warm place to remove moisture (for example, the oven) or use a hair dryer. Excessive direct or indirect heat can damage the instrument.
- Remove your hearing instrument when applying such things as cosmetics, perfume, aftershave, hair spray, and suntan lotion. These might get into the instrument and cause damage.

## GENERAL WARNINGS

- Consult a your hearing healthcare professional if you discover a foreign object in your ear canal, you experience skin irritation or excessive earwax accumulates with the use of the hearing instrument.
- Different types of radiation, for example, from NMR, MRI or CT scanners, may damage the hearing instrument. Therefore, do not wear the hearing instrument during these or other corresponding scanning procedures. Other types of radiation (burglar alarms, room surveillance systems, radio equipment, mobile telephones, etc.) contain less energy and will not damage the hearing instrument. They could, however, momentarily affect the sound quality or create strange sounds from the hearing instruments.
- Do not wear the hearing instrument in mines or other explosive areas, unless those areas are certified for hearing instrument use.
- Keep the instruments away from children under the age of three. Hearing instruments contain small parts that may present a choking hazard.

## **IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of the medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

US Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. US Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lipreading. Consistent use of the aid is recommended. In most cases, infrequent use does not permit you to attain full benefit from it.

## CHILDREN WITH HEARING LOSS

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## WARNING TO HEARING AID DISPENSERS

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- (i) Visible congenital or traumatic deformity of the ear.
- (ii) History of active drainage from the ear within the previous 90 days.
- (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days.
- (iv) Acute or chronic dizziness.
- (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz and 2,000 Hz.
- (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- (viii) Pain or discomfort in the ear.

## TROUBLESHOOTING GUIDE

SYMPTOM	CAUSE	POSSIBLE REMEDY
No sound	<ul style="list-style-type: none"> <li>• Not turned on</li> <li>• Battery low/dead</li> <li>• Battery improperly inserted</li> <li>• Blocked earmold or tube</li> <li>• Blocked sound inlet or outlet</li> <li>• Blocked microphone filter or wax filter</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on by closing the battery door</li> <li>• Replace battery</li> <li>• Insert battery properly</li> <li>• Clean earmold or tube</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional, or change the dome and/or filter if you have been instructed to do so</li> </ul>
Not loud enough	<ul style="list-style-type: none"> <li>• Loose earmold or dome</li> <li>• Blocked earmold or dome</li> <li>• Earmold or dome improperly inserted</li> <li>• Change in hearing</li> <li>• Volume set too low</li> <li>• Excessive earwax</li> <li>• Blocked sound inlet or outlet</li> <li>• Blocked microphone filter or wax filter</li> </ul>	<ul style="list-style-type: none"> <li>• Reinsert carefully</li> <li>• Clean earmold or dome</li> <li>• Remove and reinsert</li> <li>• Consult your hearing healthcare professional</li> <li>• Adjust the volume control and/or consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> <li>• Use the tools provided to clean the sound inlet or outlet, and/or consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional, or change the dome and/or filter if you have been instructed to do so</li> </ul>
Whistles	<ul style="list-style-type: none"> <li>• Earmold or dome improperly inserted</li> <li>• Poorly fitting earmold</li> <li>• Tube connection loose</li> <li>• Build-up of earwax</li> </ul>	<ul style="list-style-type: none"> <li>• Remove and reinsert</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> </ul>
Distorted or not clear	<ul style="list-style-type: none"> <li>• Battery low</li> <li>• Poorly fitting earmold or dome</li> <li>• Hearing instrument damaged</li> <li>• Hearing instrument settings not optimal</li> </ul>	<ul style="list-style-type: none"> <li>• Replace battery</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> <li>• Consult your hearing healthcare professional</li> </ul>

If there are any other problems not mentioned in this guide, please contact your hearing healthcare professional.

## **WARRANTY AND REPAIRS**

ReSound grants you a comprehensive warranty on your hearing instrument from the date of original purchase. We will repair or replace the hearing instrument, at our discretion, when examination during the warranty period proves it to be defective in workmanship or materials.

For repair or replacement, return the hearing instrument to your hearing instrument dispenser first. If this is not possible, send the instrument to ReSound North America, 8001 Bloomington Freeway, Bloomington, Minnesota 55420, or any other authorized service center. Proof of purchase may be required. Do not attempt to open the case of the hearing instrument since this will invalidate the warranty. Instruments not purchased from an authorized dispenser are not covered by this or any other warranty. This limited warranty does not apply to products damaged because of misuse, abuse, normal wear and tear, or repairs attempted or made by other than ReSound or an authorized service center.

The warranty period for your hearing instrument is designated on your warranty card, which is provided by your hearing instrument dispenser.

*Assembled in China of imported components.  
Final pack-out and inspection conducted in the U.S.A.*